

# VoIP Help cases in several Qs

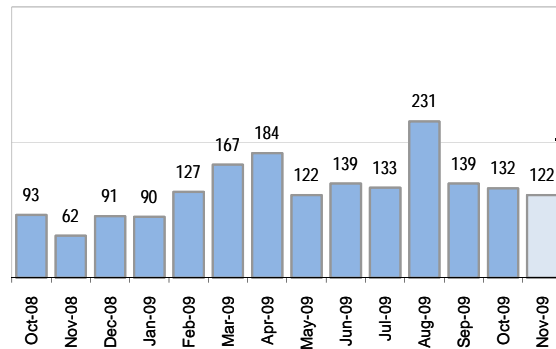
Cases as of 12/1/2009  
Starting 12/3/2007

## Creating Cases

Total from Last Week

46

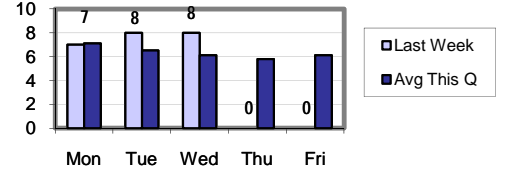
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago	Change
this week	3.3	0.3	1050%
last 3 months	4.3	2.6	64%
last 12 months	4.6	4.3	8%

Actual Per Day, Last Week vs Qtrly Average



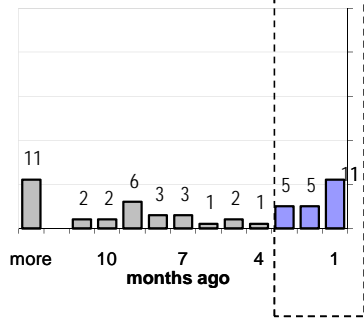
## The Queue

Currently Pending

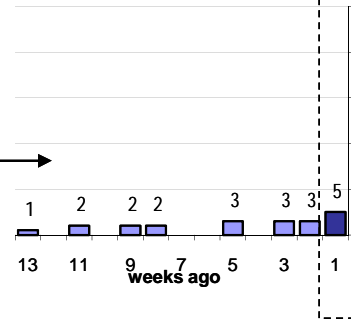
52

Calendar Age of Open Cases

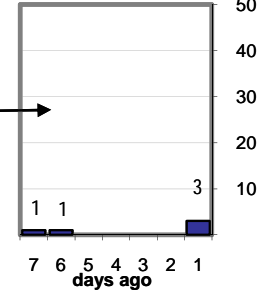
Last 12 Months



Last 3 months

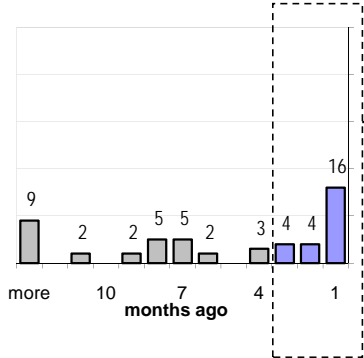


Last Week

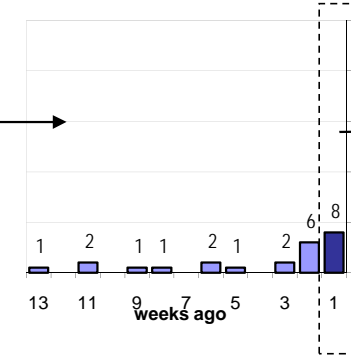


Time Since Last Activity of Any Kind, in Cases that are currently Open

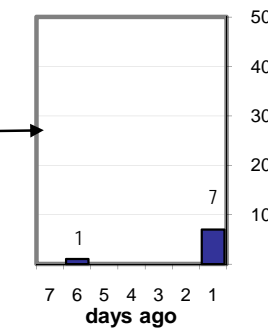
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

13%

3 to 7 days

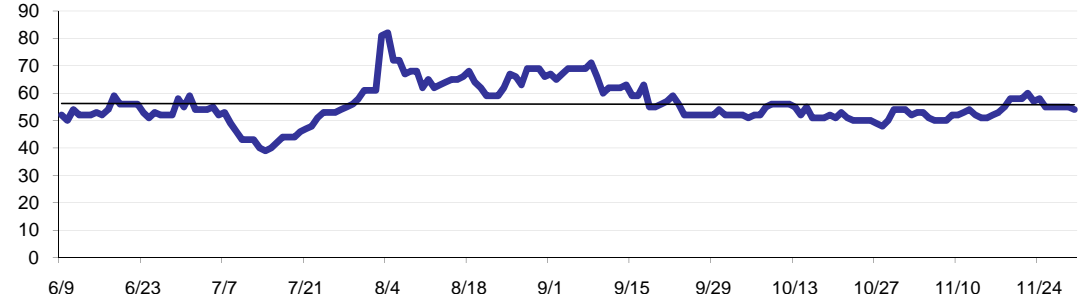
10%

< 3 days

77%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months:

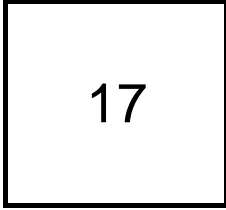
0 ↓

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Cases as of 12/1/2009  
Starting 12/3/2007

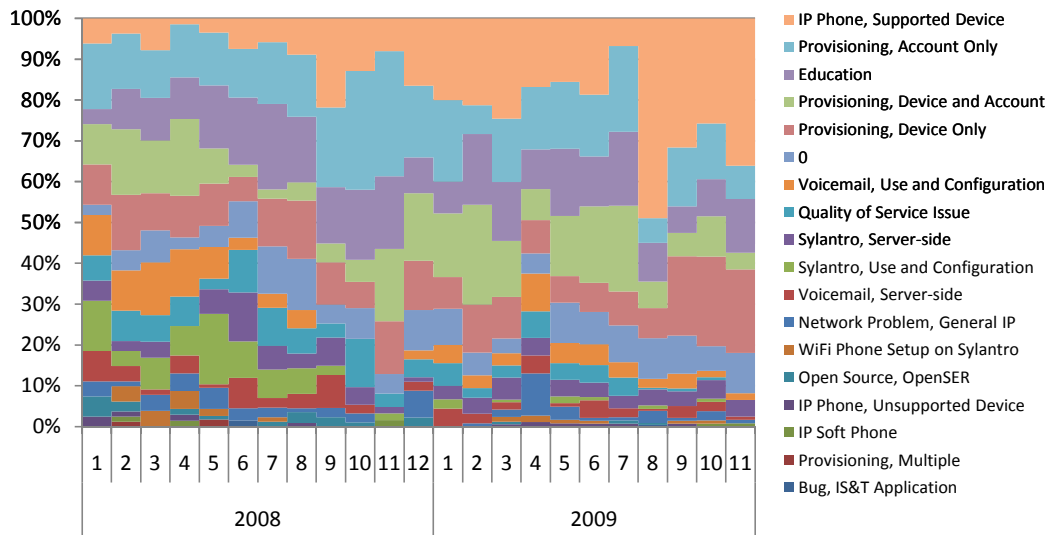
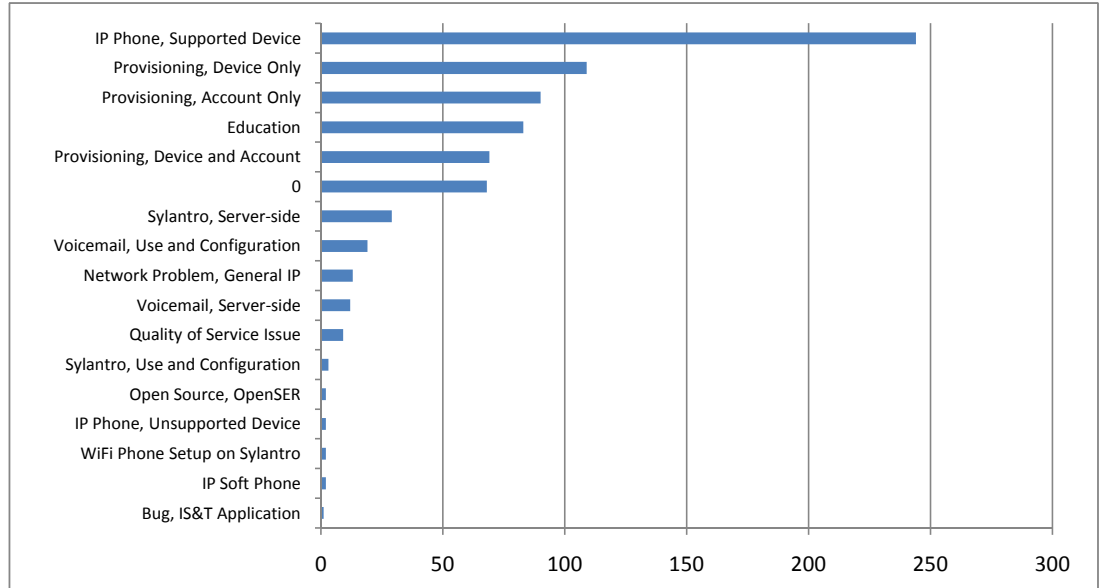
## Problem Types and Queues

N of Problem Types

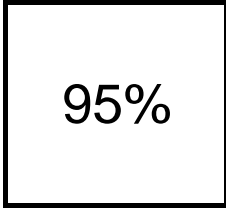


N of Types

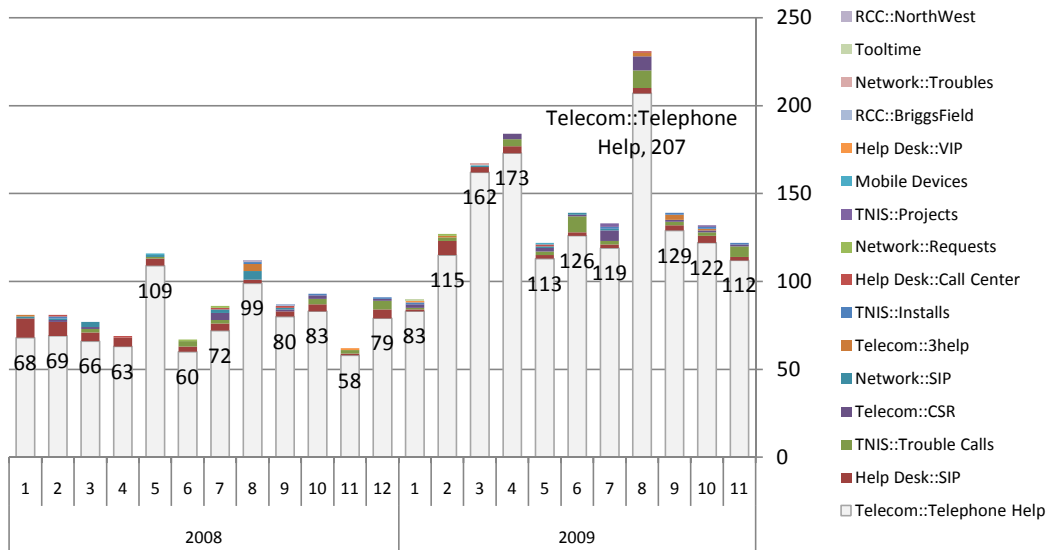
FY2010-to-date Pareto Chart of Problem Types (0 = field not filled in)



Problems by Queue



% of cases in Telecom::Telephone Help



### Client Demographics

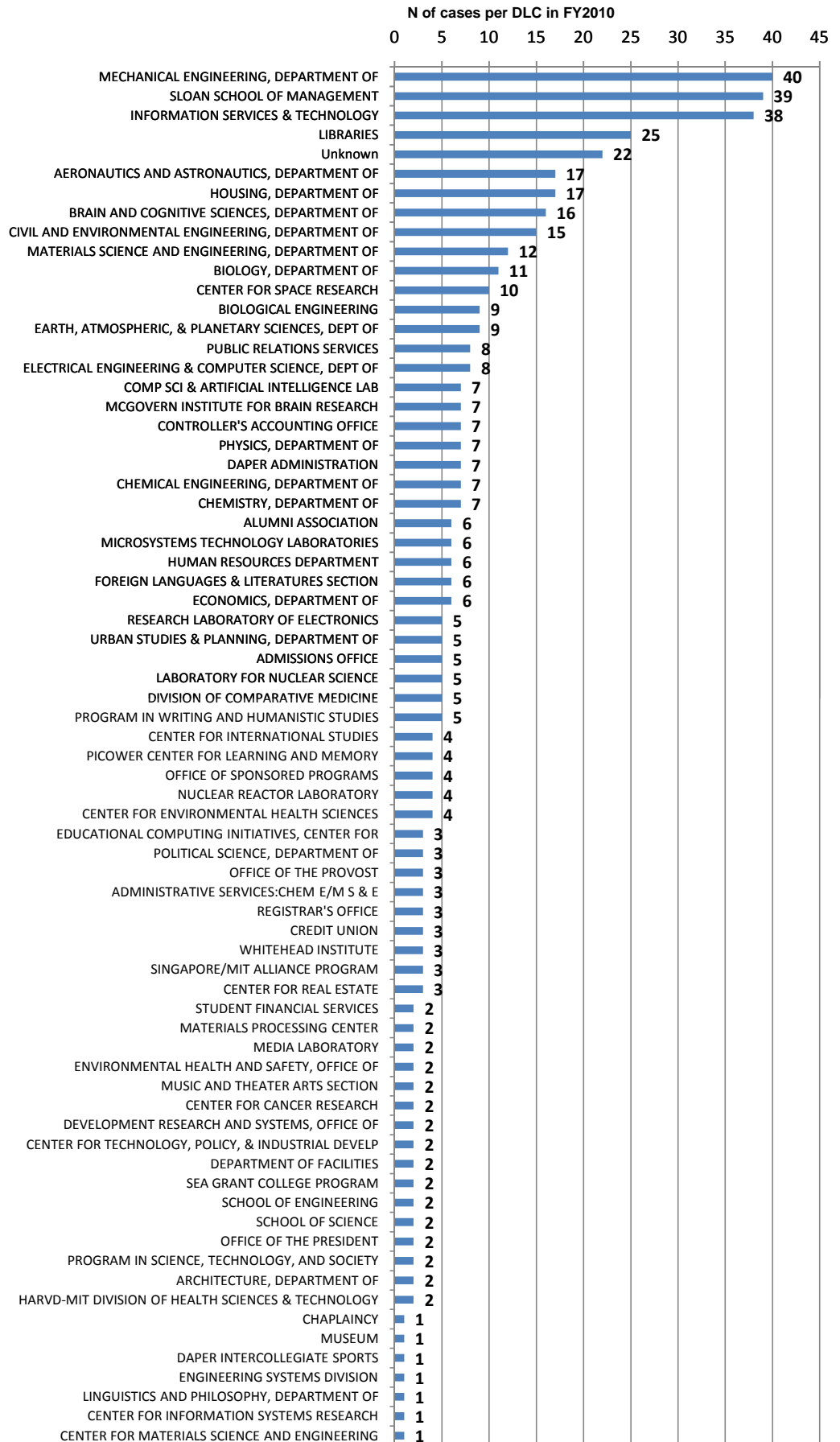
DLCs in these cases

95

N of unique clients

1285

Pareto of DLCs by N of cases



PROPERTY OFFICE	1								
PROGRAM IN MEDIA ARTS AND SCIENCES	1								
DEAN FOR STUDENT LIFE	1								
STUDENT LIFE PROGRAMS	1								
LABORATORY FOR INFORMATION AND DECISION SYSTEMS	1								
FRANCIS BITTER MAGNET LABORATORY	1								
ARCHAEOLOGY, DEPARTMENT OF	1								
SCHOOL OF ARCHITECTURE AND PLANNING	1								
AUDIT DIVISION	1								
OPERATIONS RESEARCH CENTER	1								
terrascope	1								
CAREER SERVICES AND PREPROFESSIONAL ADVISING	1								
CAMPUS ACTIVITIES COMPLEX	1								
CLINICAL RESEARCH CENTER	1								
LITERATURE SECTION	1								
MEDICAL DEPARTMENT	1								
MATHEMATICS, DEPARTMENT OF	1								
DEAN FOR STUDENT LIFE-ADMINISTRATION	1								
SYSTEM DESIGN AND MANAGEMENT PROGRAM	1								
ENDICOTT HOUSE	1								
CENTER FOR TRANSPORTATION & LOGISTICS	1								
INSTITUTE FOR SOLDIER NANOTECHNOLOGIES	1								
DEAN FOR UNDERGRADUATE EDUCATION	1								